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32127 7590 12/02/2004

VERIZON CORPORATE SERVICES GROUP INC.  
C/O CHRISTIAN R. ANDERSEN  
600 HIDDEN RIDGE DRIVE  
MAILCODE HQEO3H14  
IRVING, TX 75038

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Christian R. Andersen (Depositor's name)  
March 2, 2005 (Date)  
March 2, 2005 (Signature)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/090,210	03/04/2002	Patrick Peterson	01-4004A	3521

TITLE OF INVENTION: APPARATUS AND METHOD FOR ANALYZING ROUTING OF CALLS IN AN AUTOMATED RESPONSE SYSTEM

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1370	\$0	\$1370	03/02/2005
EXAMINER	ART UNIT	CLASS-SUBCLASS			
HONG, HARRY S	2642	379-265020			

## 1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.  
☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

## 2. For printing on the patent front page, list

- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,  
(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

- 1 Leonard C. Suchtya, Esq.  
2 Joel Wall, Esq.  
3 Fitzpatrick, Cella, Harper & Scinto

## 3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

## (A) NAME OF ASSIGNEE

Verizon Corporate Services Group Inc.

## (B) RESIDENCE: (CITY AND STATE OR COUNTRY)

New York, NY

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

## 4a. The following fee(s) are enclosed:

- ☒ Issue Fee  
☐ Publication Fee (No small entity discount permitted)  
☒ Advance Order - # of Copies 5

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## 5. Change in Entity Status (from status indicated above)

- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.  
☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

Leonard C. Suchtya, Esq.

Date March 2, 2005

Typed or printed name Leonard C. Suchtya, Esq.

Registration No. 25,707

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 14 Alexandria, Virginia 22313-1450.

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PTOL 85 (Rev 11/04) Approved for use through 04/30/2007

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PAGE 2/2 \* RCVD AT 3/2/2005 12:05:21 PM [Eastern Standard Time] \* SVR:USPTO-EFXXRF-2/0 \* DNS:7464000 \* CSID:9727183946 \* DURATION (mm-ss):01-36

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**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

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1 page: Issue Fee Transmittal authorizing a Charge of \$1,400.00 to Account No. 07-2347

Application Number: 10/090,210  
First Inventor: Patrick PETERSON  
Examiner: Harry S. HONG  
Art Unit: 2641  
Confirmation No.: 3521  
Assignee: Verizon Corporate Services Group Inc.

Christian R. Andersen

Date of Transmission: March 2, 2005

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